

FREQUENTLY ASKED CONTRACTOR QUESTIONS

PART TWO

19 JAN 1999

1. Explain the 2-hour time limit to respond to shipment offers. What if an offer is made at 5:50 p.m. and the office closes at 6:00 p.m.?

The PWS requires a response within 2 hours. We will remind PPSOs to consider the time of day they offer shipments and avoid situations where shipments are offered to contractors outside of normal business hours.

2. Will contractors receive an automatic notification from PTOPS that a shipment offer is “waiting,” or must the contractor monitor PTOPS constantly in order to meet the 2-hour response time? How often, or at what times during the day, will shipments be offered by the PPSO? Will the contractor receive a telephone call to alert him/her that there are shipment offers pending?

Currently, there is no “automatic notification” for contractors that there are shipment offers pending. We added this suggestion to the list of future PTOPS software enhancements. PPSOs will offer shipments continuously throughout the workday as they receive shipment requests from service members. PPSOs will not notify contractors telephonically that there are shipment offers pending unless the shipment is short notice and may need a quick response time. Consequently, contractors should check the pending shipment offers frequently throughout the day.

3. Who is the BCCA?

The BCCA (Billing and Customer/Contract Auditor) contract was awarded to Parsifal Corporation, Inc. and their role involves three major functions: (1) Compile performance data; (2) Conduct pre-payment investigative audits of transportation bills and (3) Prepare and provide management information reports to the DOD.

4. Is there a method for contractors to import PTOPS data into the contractors’ own automated systems?

There is no method available at this time.

5. Who are the Personal Property Reengineering Program contacts at the various DFAS offices?

The addresses for the DFAS and Coast Guard Payment Centers will be provided in Modification No. 2 to the Pilot Program contracts. Also, the appropriate payment address will appear on the task order. We do not have personal points of contact for the payment centers.

6. Where are the billing instructions?

Billing instructions were provided in Modification No. 1 to the Pilot Program contracts, however additional instructions and some clarifications will be forthcoming in Modification No. 2.

7. Does PTOPS generate the claims report, and if so, does this satisfy the requirement for the contractor's monthly claims report? Does the contractor mail a hard copy of the report somewhere, or does PTOPS electronically provide the report to MTMC?

Contractors will enter their individual claims data into PTOPS. Each month, the contractor will print the required claims report, and forward it via fax or mail to the BCCA contractor. We anticipate automating the submission of the claims data in the future.

8. Does price play into the consideration of 'best value'?

Yes. FAR 16.505(b) states that price, as well as other factors, can be considered in the award of individual task orders.

9. Will all the rates/contracts be displayed for public view?

Contracts will not be available as public information until later during the pilot test period.

10. Will we do a customer survey on a terminated shipment?

No, we will not do a customer survey on terminated shipments.

11. How many logins will each contractor get?

Contractors will receive 2 logins for the contract manager and alternate, and 2 logins for the state level operations manager and alternate for each origin state the contractor has been awarded contracts for, for a maximum of 8.

12. Where do contractors send invoices for services provided?

Contractors are to submit invoices to: Parsifal Military Audits,, 5240 Babcock Street, Suite 218, Palm Bay, FL 32905.

13. Are contractors required to provide a copy of a cargo insurance policy or a certificate from the insurance company?

Yes. The MTMC Reengineering Personal Property solicitation, and the subsequent contracts issued to successful bidders, contain a clause addressing the requirements for proof of Cargo Liability Insurance.

14. Why is a warehouse receipt required to be included in the billing for shipments, which have been in SIT?

The warehouse receipt is part of the documentation which provides evidence where and when a shipment was in SIT.

15. Can more than one contractor representative access the PTOPS server at the same time using the same password? Can passwords be provided to agents? Can agents be provided a password for read only capability, and to have the ability to print a task order form?

Contractors decide who will be given the PTOPS user identification and passwords. PTOPS will permit more than one user to log in using the same user identification and password. Contractors should be aware, however, that they are responsible and liable for the actions of those individuals with access to PTOPS. At present, there is no method to restrict a user to a "read-only" or "print only" capability. A user with the login and password has access to all functions within the contractor module. The suggestion to provide limited "read only" or "print only" access to certain users is included in the list of future enhancements for PTOPS.

16. What is the procedure contractors should follow if real property damage occurs?

The contractor should use his best commercial practices, and take whatever action is necessary to repair, replace, or what will otherwise bring the real property back to its original undamaged condition. The contracts issued to successful bidders include FAR clause 52.247-21 that details the liability requirements for personal injury and damage to property.

17. Can a place be included in the software for e-mails addresses for PPSOs and contractors?

This suggestion has been added to the list of future enhancements for PTOPS.

18. Will contractors be permitted to know each other's performance statistics?

No.

19. Can the performance statistics also include the number of shipments the statistics are based on? For example, a 99% performance level is more impressive if you have moved 100 shipments than if you have moved one.

This suggestion has been added to the list of future enhancements for PTOPS.

20. Can a comments area be added to the "Contact" screens?

This suggestion has been added to the list of future enhancements for PTOPS.

21. Can the screens displaying date show entire spread dates when applicable?

This suggestion has been added to the list of future enhancements for PTOPS.

22. Can the “Record Partial Delivery to SIT/Partial to Residence” be changed so that either event can have occurred first?

This suggestion has been added to the list of future enhancements for PTOPS.